New England Deaconess Hospital

pulse

185 Pilgrim Road, Boston, Massachusetts VOLUME 32 – NUMBER 10 OCTOBER, 1979

NEDH saves 1.8 million through energy conservation

As homeowners or renters, most of us are painfully aware that it's costing much more to keep our homes warm during the winter or cool in the summer. Many of us are looking for ways of conserving to keep pace with the rapid price rise in all forms of energy. Spending a Saturday laying insulation in the attic, lowering the thermostat, adding weatherstripping and installing storm windows and doors have all become popular pastimes lately.

As with the individual, institutions like the Deaconess have also been especially hard hit by rising energy costs. The hospital has a medical complex of 12 large buildings to heat, cool and light, five of which house patients and require added comfort levels around the clock, along with a vast array of exotic electrical medical equipment. Expenditures for energy have recently become a million dollar-a-year item at the Deaconess.

Fortunately, under the direction of Hubert D. Sycamore, assistant director, and Cornelius Keating, manager of maintenance and engineering, the Deaconess was early to recognize the growing importance of energy conservation. In 1972, before fuel prices skyrocketed, the Deaconess began a formal energy conservation program at the hospital.

According to a recently completed energy conservation audit prepared for the Massachusetts Office of Energy Resources, these measures have resulted in dramatic savings. During the period 1973-79, conservation steps cut energy use at the hospital by almost 25%. This resulted in a total savings of $1.8 million.

In reducing energy use by more than 20% over this period, the Deaconess qualifies to receive federal matching grant funds under the National Energy Act of 1978. This act allocates $900 million for energy conservation in public and private non-profit schools, hospitals, local government buildings, and public care institutions across the United States. For its part Massachusetts will receive about $21.5 million in grants of which approximately 30% will be awarded to qualified hospitals.

Results of the audit reveal that the Deaconess realized across-the-board energy savings in steam, electricity and chilled water use from 1973-79. Over that period a wide variety of conservation measures increased energy efficiency so that less energy was required in 1979 to heat, light and cool a given amount of space as in 1973. Thus steam required for heating plummeted 40%. Electrical consumption fell 11% and the use of chilled water for air conditioning dropped 35%.

Both the dollar savings and the reduction in energy use become all the more impressive when one considers that during 1973-79 energy prices were

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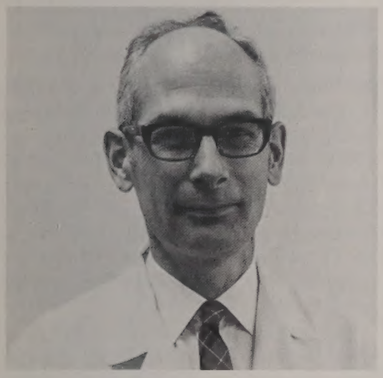

Dr. Merle A. Legg

Dr. Legg appointed pathology chairman

Dr. Merle A. Legg, a pathologist at the Deaconess since 1957, has succeeded Dr. Bradley E. Copeland as chairman of the department of pathology for a term of five years. Dr. Legg previously served as chairman from 1975-78.

Dr. Legg says that assuming the chairmanship of such a highly regarded and well-known department after such leaders as Drs. Warren, Meissner and Copeland means trying to "fill some very large shoes. I feel in the same extraordinary position as a new director of the Boston Symphony Orchestra. There is such an outstanding team of people already here that success is guaranteed only if the director can facilitate the team's work. It is the large group of pathologists, technologists, secretaries and others dedicated to the hospital patient that makes the department so strong."

Dr. Legg sees the future of the department still as a commitment first to patient care, but with a continuation of the heavy teaching load and with ex-

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Dr. Copeland, pathology chief, leaves Deaconess after 29 years

Dr. Bradley E. Copeland, chairman of the pathology department, has retired from the medical staff of the New England Deaconess Hospital after 29 years of service.

He will become the chief of the department of pathology at Cincinnati Veteran's Administration Hospital, and professor of pathology at the University of Cincinnati Medical School.

Dr. Copeland joined the Deaconess department of pathology and the Cancer Research Institute in 1950.

"The Deaconess Hospital in 1950 was sophisticated in the medical scene of that day," said Dr. Copeland. "The whole scope of the medical progress has changed dramatically over the past 30 years. In 1950, the laboratory night crew consisted of one person who slept half the night. Now there are five or six people who work their full ten-hour shift."

Besides serving as chief of the clinical pathology division, Dr. Copeland was also pathology department chairman at both the Deaconess and New England Baptist Hospitals from 1971-75 and from 1978 to the present. He was president of the Baptist Hospital medical staff and chairman of the medical executive committee at the time of his retirement.

Dr. Bradley E. Copeland

Dr. Copeland was an associate professor of pathology at Harvard Medical School and, among his many other professional responsibilities, served as chairman of the Commission on World Standards of the World Association of Pathology Societies.

In 1971, he received the Wardburdick Award from the American Society of Clinical Pathologists. The award, given annually to an outstanding pathologist in the nation, is considered to be a high honor in the field of pathology.

Dr. Copeland is especially well-known for the quality control standards he developed and initiated at the Deaconess in 1956. He set up a program to introduce quality control to hospitals nation-wide, and he has

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Nutrition improves cancer patient's care

Maintaining an oncology patient's nutritional status is now reviewed as an important factor in improving the patient's total care and treatment. The Nutrition Support Service of NEDH has become nationally known as a leader in promoting the team concept. The services of an oncology dietitian is a vital part of this approach to ensuring quality patient care.

Yet, despite the increasing emphasis on nutrition, there has never been a coordinated effort among local dietitians to define criteria for assessing the nutritional status of cancer patients.

Anne McCarthy, R.D., NEDH oncology dietitian specialist, expects this situation to change with the recent formation of an oncology dietitian group in the Boston area. The group plans to establish specific guidelines for the nutritional assessment of cancer patients, and to preserve a comprehensive educational tool for these patients.

Three years ago there were only three Boston area dietitians who dealt exclusively with cancer patients. The three, including Ms. McCarthy, discussed their work on an informal basis but, a formal group wasn't organized until this past summer.

Ms. McCarthy, who was instrumental in establishing the group, was appointed co-chairperson at the groups' first monthly meeting at the Deaconess in May. By July the group had expanded to 20 members and had agreed to accept sponsorship from the American Cancer Society (ACS) in terms of typing minutes, sending out correspondence and providing a meeting place. In return, the group will become members of the ACS speakers' bureau.

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A camper vigil

The cross country trip for Donald and Evelyn Nickerson began routinely enough. On April 16, they left their home in Seattle fully anticipating a leisurely 5½ month vacation across the U.S. and eastward through the Canadian Maritime Provinces in their 19-foot motor home. Mr. Nickerson had just retired as a worker at the Bremerton Ship Yard and the trip would do them both good.

However, about the fourth month into the trip, Mr. Nickerson began getting dizzy spells which rapidly grew worse. He couldn't walk or think clearly and Mrs. Nickerson was forced to do all the driving.

Based on the recommendation of someone who had befriended them at Pemoquid Point, Maine, the Nickersons drove to the Deaconess. On September 12, Dr. Edwin F. Lang of the Lahey Clinic performed surgery on Mr. Nickerson and successfully implanted a shunt to drain accumulated brain fluid into his stomach.

Desiring to be near her husband during this period of uncertainty, Mrs. Nickerson maintained a round-the-clock vigil for six days while living in her camper in the Deaconess parking lot. During the time her husband was in the hospital, Mrs. Nickerson alternated bedside visits with stints of volunteer work.

After his discharge, the Nickersons have been staying in their motor home at a campsite in Norwell, MA. If the shunt continues to work satisfactorily, they'll soon be on the road once again, and home to Seattle.

Donald and Evelyn Nickerson of Seattle prior to Mr. Nickerson's discharge from Farr 9.

School of Nursing receives grant from Helene Fuld Health Trust

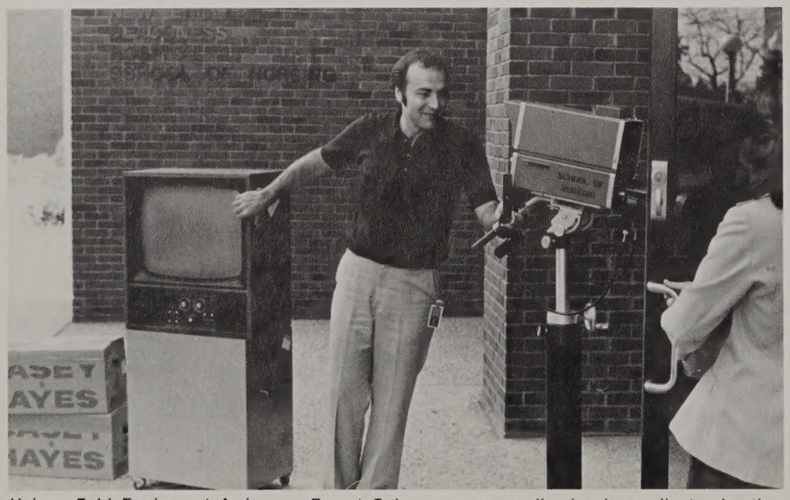
The New England Deaconess School of Nursing has been awarded a $25,000 grant by the Helene Fuld Health Trust. The grant is to be used for the educational benefit of student nurses enrolled in the Deaconess program.

The Helene Fuld Health Trust is the outgrowth of the former Helene Fuld Health Foundation, established in 1935 by Dr. Leonhard Felix Fuld and his sister, Florentine M. Fuld. The primary objective of the trust is to assist in improving the health, welfare and education of student nurses.

Beneficiaries of the Helene Fuld Trust include more than 140 Schools of Nursing in the United States and abroad, with about 18,000 students receiving financial support for educational programs.

The Helene Fuld Trustees have given the Deaconess School of Nursing all of the audio-visual equipment, software and library books from the Lynn Hospital School of Nursing, which closed last June. In addition, the School of Nursing was granted $25,000 to help defray moving, installation and renovation costs.

Renovations will include a studio for videotaping programs, a closed-circuit T.V. system and a darkroom. As of September the school employed an audio-visual coordinator, Ernest Cakounes, who will be accountable for the educational resources of the audio-visual department, and will conduct workshops for faculty and students in the utilization of this equipment.



Helene Fuld Equipment Arrives – Ernest Cakounes, new audio-visual coordinator for the School of Nursing at NEDH, wheels in some of the A.V. equipment provided by the Helene Fuld Health Trust.

Dr. Legg
(continued from page 1)

pansion of research within the department. An example of the post-graduate teaching is the upcoming annual meetings of the American Society of Clinical Pathologists. "The amount of teaching at the meetings by department members would be difficult for any other department in the country to match," he said.

The new chairman also serves as the Chairman of the Council on Anatomic Pathology of the American Society of Clinical Pathologists, and as chairman of the committee for the surgical pathology self-assessment examination of the same society.

Dr. Copeland
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continued to discuss the concept in workshops and at national meetings of pathologists. Quality control is a procedure to determine the precision and accuracy of a patient's laboratory measurements at all times.

At his well-attended farewell party at the Deaconess last month, Dr. Copeland indicated how much he would miss the hospital. "I've heard that people don't leave the Deaconess," said Dr. Copeland, "they just go to other places and establish other Deaconesses. That's what I plan to do."

Nutrition
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"One concern we had was the misinformation on nutrition for oncology patients which we had heard and read in the media," said Ms. McCarthy. "In the future, we will serve as a resource group to answer nutrition questions which come to the Cancer Information Service (ACS) – some of which are printed in the Boston Globe. Meanwhile, we've been preparing a bibliography of nutrition-related books and articles, compiling a consultant list and building an outreach network to increase membership. In our next few meetings we decided to focus on specific sites of cancer and discuss the nutritional implications of all types of treatment, as well as the disease itself."

According to an article by Saundra Aker, BS, R.D., published in a recent ACS journal, it seems apparent that nutrition contributes to increased toleration of cancer treatments and diminishes the complications from these treatments. Often cancer patients are not aware of the effect severe nausea, vomiting, anorexia (loss of appetite), etc., has on his or her ability to consume an adequate diet.

Excessive weight loss can be avoided or minimized, said Ms. McCarthy, through early intervention and application of nutritional assessment skills. These skills may include instruction in the use of nutritional supplements and/or modification of eating patterns.

For example, as described in the aforementioned article, the gastrointestinal (GI) function is affected by irradiation, chemotherpy and other drugs. These treatments may result in diarrhea, malabsorption and severe protein losses. Therapeutic diets may be selected for these patients which are low in fat, lactose, and fiber, yet high in calories and protein. Sometimes the necessity for complete gut rest requires the use of TPN (total parenteral nutrition) as nutritional support. TPN- and hyperalimentation – provides nutrients intravenously to the patient who cannot eat or digest food. As the GI tract recovers, the patient can again tolerate nutritional supplements and oral feeding.

Other factors influencing acceptance or rejection of food and nutritional supplements include taste, color, odor, thickness and temperature. For example, a patient with decreased salivation as a result of radiation therapy to the head and neck area would require foods with high moisture content, such as sauces, gravies, casseroles; while having poor tolerance for dry foods (bread products and dry meats).

Every patient responds differently to treatment, so a dietitian must evaluate a patient by studying his or her nutritional, medical and social history; physical and biochemical measurements; nutrient and drug interactions; and oral intake analysis. The dietitian's goal is to provide nutritional support for the cancer patient from the time of diagnosis in order to prevent increased weight loss and malnutrition.

Energy
(continued from page 1)

soaring and yet the Deaconess was able to add more hospital buildings. Steam was tripling in cost. Electricity was up 133% and the cost of chilled water more than doubled. Meanwhile, the Deaconess was opening the Meissner Laboratories and the School of Nursing. This increased the size of the areas requiring heat and light by 26% and air conditioning by 86%.

Energy conservation steps put into effect at the hospital can be grouped in two categories. Group I includes relatively simple and inexpensive measures whose cost can be quickly recovered in energy savings. Reducing unnecessary lighting and converting to fluorescent bulbs; shutting off electric air fan motors in non-patient areas, such as the kitchen, during off-hours; installing temperature sensors in chilled water pipes to help increase efficiency; using portable electronic sensing devices to monitor steam lines, wrapping steam pipes with special insulating covering; replacing old inefficient water heaters; reducing domestic hot water to 120F°; installing new storm windows; and insulating exterior walls and roofs of buildings during renovations, are some of the group I conservation actions undertaken at the Deaconess.

Group II measures have generally been more sophisticated and costly. Perhaps the standout in this group has been the installation of the Delta 1000, a Honeywell energy computer that automatically cycles many air exhaust and supply fans around the clock. Other steps include using photocells and time clocks to control outside and garage lighting; replacing the old steam condensate line with a larger more efficient one; and using previously wasted steam to preheat hospital laundry water.

Joan Barrett, '63, combines social work and law

Joan Barrett received a law degree recently – a slightly different outcome than one would have expected from someone who had originally pursued a nursing education. And yet, the progression is quite logical when you follow her career.

After graduation from the School of Nursing in 1963, Ms. Barrett obtained a bachelor's degree in social work from the University of New Hampshire. She then attended the Boston College Graduate School of Social Work where she graduated in 1969 with a major in psychiatric social work.

For the next six years Ms. Barrett was employed as a psychiatric social worker, providing counseling for parents and children. One of her positions was in a court-based out-patient clinic consisting of psychiatrists, psychologists and social workers.

"The judge referred people to us," said Ms. Barrett, "Some resented what they considered to be interference since they wouldn't have gone for help unless forced to. But others realized that if they had had counseling from the beginning, then their problems might have never ended up in court." Her experience in court clinic influenced Ms. Barrett to combine psychiatric social work with law.

She began her studies at New England Law School in 1975. Ms. Barrett found law school to be tedious – "ten pages an hour was speed reading." During law school she continued as a psychiatric social worker, concentrating on custody work, which included separation, divorce and child abuse cases. She graduated in 1978, and passed the Massachusetts Bar Exam last May.

Over the past six months, Ms. Barrett has continued as a social worker in private practice and as a part-time children's counselor in a Boston clinic. She plans to start a small, private legal practice in family law.

"Family law touches on every day law, not just divorce, which is what most people consider family law to be," said Ms. Barrett, "Actually, there are 30 to 40 different areas of family law – juvenile cases, counseling school children who have problems at home, or who are considered to be predelinquent cases, general family problems, etc. Courts have become more social-minded over the past five years, reflecting changes in society. People are more aware that these problems exist."

Joan Barrett

Alumnae Notations

Marion Walters Wing '22 – I'm well, happy, and active!

Louise Osborne Bartlett '25 – now a resident at Hughes Convalescent Home, 29 Highland Street, W. Hartford, CT.

Virginia Carrier Rixford '26 – husband Henry and I were on a Scandanavian holiday and met **Sally Lord Lamb** '31 in Copenhagen. It's a small world!

B. Helen Nelson Dean '31 – For the past 10½ years, I have had a day care center in my home and raised many children for "Aggie" students at Texas A & M. Recently retired, I'm now free to go with my husband, Jack, on trips in our mini-motor home. Hope to make it to my 50th reunion in '81.

Sigrid Hellmer Geary '32 – a beautiful red rose in a white vase was brought to me by a Deaconess nurse while I was a patient on Baker 4 – what a wonderful feeling of love and welcome!

Lois Warren Waning '33 – leading a very active life with my family, church and civic groups, do volunteer work and enjoy our flower and vegetable gardens.

Barbara Fuller '34 – still in active practice as a family physician in Rockland, Maine.

Elizabeth Foote Lufkin '35 – enjoy reading the PULSE and keeping up with the tremendous growth of the hospital. It helped me to become aquainted with **Maxine Hooper Waterbury** who had been living nearby for several years.

Phyllis Manuel Taylor '35 – retired from R.I. Hospital as a charge nurse and am very busy attending "lifetime learning" sessions. There aren't enough hours in the day to do everything and I thought I was going to be bored!

Dorothy Landsdowne Laubenstein '37 – in June we retired to Meredith, N.H. I have worked in the Red Cross Blood Services program for the past seven years, and hope to resume my nursing career soon.

Virginia Cunningham '38 – I retired in April from St. Joseph's Hospital after 25 years. We plan to move to W. Newbury, MA. sometime next year.

Frances Arnesen Antoniewich '38 – working part time with the VNA of Springfield, Vt. as supervisor of home health aides.

Janet Bates Thomas '43 – work three days a week in a chronic hospital. We just sold our home to our oldest daughter and have moved into a mobile home where Charlie grew up.

Marion Pugh Blake '46 – recently elected President of the Salem N.H. BPW Club; was also commencement speaker at Castle Junior College in Windham, N.H.

Betty Hayes Carpenter '48 – now that we are back in the East, (N.J.) I may make a reunion day. I am unemployed and miss nursing but am seriously thinking of studying horticulture – a most peaceful occupation.

Phyllis Brown Olsen '48 – am vice president of Read Memorial Hospital board in Hancock and chairing a committee for establishing a primary health care unit with a federal grant.

Edna Robinson Dutra '49 – am still driving a school bus and love it – daughter Sharon is back in the states after four years in Germany; Scott will be in Okinawa with the USAF for a year.

Anne White Adamson '51 – have cut down activities since my second back operation. All three children are in school.

Marion Green '52 – am still running an ambulatory surgical care unit three days a week, and working in surgery. I am matricalating for another degree.

Jean Macmillan Bennion '53 – moved to Whitfield, N.H. last year and I work full time in the OR at Littleton Hospital and Bill is a pharmacist in Lancaster.

Joyce Coombs Graves '55 – am going to North Carolina soon to be with son Steve and his wife Deb when their first child arrives. Anyone else in the class a grandma?

Judith Hawkes Grocutt '55 – now working in the nursery at Queen's Medical Center in Honolulu with term and premature babies.

Jean Coombs Temple '56 – took the refresher course at Elliot Hospital in Manchester, N.H. and now work part time with the Oyster River Home Health Association and love it!

Ellen Hill '56 – pursuing BSN at Boston State, working in a health center, active in union organizing and feminist health issues. Have two sons in college, one in the USCG, and my daughter is a senior in high school.

Janice Hitchcock '56 – teaching community health nursing at Sonoma State University, also teaching a course in human sexuality and giving workshops in the subject.

Marilyn Wheeler Ryan '57 – received my BA in education last summer and am now working on MS in counseling while employed as a school nurse in the local high school.

Phyllis Celata Masse '59 – we bought a discotheque a few months ago. Takes up more time than ten newborn nurseries!

Suzanne Lekberg Ollivier '60 – received Family Planning Nurse Practioner from U. New Mexico '77. Now director of clinical services for Boston Family Planning Project, an HEW program. Presently a student at U. Mass. Boston, College of Public and Community Services.

Beverly Lambert '61 – received BA in psychology in May, and plan to enter psychiatric nursing.

Jacqueline Fenelon Arbuckle '63 **Carol Constock Dumais** '64 and **Helen Metcalf Tucker** '64 – we are among 75 participants in a program preparing nurse consultants for implementing quality assurance in the A.N.A. model for quality nursing care.

Ruth Beaird '63 – employed by Blue Cross of So. California and enjoying the challenge of investigating medicare fraud and abuse.

Mary Meyer Metzler '64 – we are enjoying beautiful Oregon. I'm presently teaching Lamaze classes two nights a week.

Linda Waugh Boston '64 – have moved to Marlborough after two years in Maine where I worked as day charge nurse in an intermediate care nursing home.

Bonnie Sue Evans MacAleese '67 – I am studying for my BSN at University of South Alabama and working four days a week in a pediatric ICU at Mobile Infirmary. Anyone from Boston wanting a warm vacation is welcome at our house, 5913 Kingsley Court.

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Alumnae News Briefs

Weddings

Gussie Fishel '60 to Dr. **Kenneth McKusick.**

Births

Pam Douglas Harris '63, first child, Diana Anne, born August 4.

Margaret Noonan Lucerini '75, first child, Thomas Joseph Jr., born January 22.

Deaths

Marion Seavey Murray '23, in December, 1976.

Phyllis Frost Sims '37, in 1976.

Avis Dolloff Page '48, on August 10, 1979.

Myrtie Morse Bird '50, on July 16, 1979.

Sympathy to:

Mildred Berentson Larson '31, on the death of her husband Elmer, on July 16, 1979.

Ruth Hutchins Parker '35, on the death of her mother, grandmother of **Nancy Parker** '68.

Madge Rote '37, on the death of her mother.

Marjorie Clinch Whitman '39, on the death of her mother.

Marjorie Dean Carvalho '27, on the death of her husband, John, Sept. 3, 1979.

The School of Nursing, class of 1929, recently held a 50th reunion at the Deaconess and presented a $700 check to the Student Loan Fund. Pictured outside Harris Hall, the site of the school in 1929, are: Front row (l-r); Henrietta Whitcher Heaphy, Eva Leisk Goodwin, Helen Soderholm Boyd, Carlene Appleby Parker, Lennie Carlson Martin, Margery Killam Rund, Euphrasia Purrington, Christine Carter Parsons, Marion Dunham Merry, Elizabeth Baker Horan. Back row l-r: Marjory Leighton Cincotta, Caroline Gray Ripley, Jean Watson Maden, Dorothy MacLennan Allison, Dorothy Calkins Pfannenstiehl, Arlene Main Long, Dagney Everson Hicks, Mareline Buckley Robinson, Ruth Hulett, Marit Hefye Dimes, Gertrude Kendrew Locoss, Clarice Smith Hoyt, Alice Meader Moquin.

Alumnae Notes

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Donna Mowen '67 – am employed by a consulting firm which does management and data processing consultation for Department of Defense Triservice Medical Information Systems.

Judy Henn Schindler '68 – had the fortune to run into **Virginia Milea** who taught in the freshman program. She's been living in the San Antonio area since 1967 – we both send our best to all our NEDH friends.

Patricia Scott '69 – commissioned in Jan. '79 as a 1st Lt. in USAF, and am now on active duty at Eglin AFB in Florida.

Helen Shedden '73 – am completing my MS as clinical nurse specialist in June '79 at Boston College.

Jeanne Carrier Hardenfelder '74 working as staff nurse in special care unit at DePaul Hospital in Norfolk, VA.

Susan Monroe '75 – moved to California in January, working in labor and delivery at Memorial Hospial, Long Beach, and working on my BSN.

Linda Russo '75 – received a BSN from Northeastern and was commissioned as Lt. (J.G.) in US Naval Reserve stationed at Naval Regional Medical Center, Portsmouth Virginia.

Ann McCallan Manning '76 – have just returned from Oklahoma City, OK where my husband attended Federal Aviation Administration Academy for four months. I worked at the Deaconess Hospital there – Jonathan is now 8 months old and active!

Ann L. Schantz, secretary, class '79 – The class of 1979 would like to express its thanks to Ms. Archibald and all concerned at the School for their thoughtfulness in including us in the "Deaconess Night at the Pops." It was such a nice way to begin our graduation celebration.

Wanted: Alumnae News

Please send all Alumnae Notation and News Brief items as soon as the event occurs to: Betty Theriault Benn, 144 Hesperus Avenue, Magnolia, MA 01930.

Don't forget to include your maiden name as well as your married name, and the year of your graduation. *Please help by writing clearly and legibly without abbreviations.*

Have you moved recently? Change of address should be sent to the Registrar's Office, NEDH School of Nursing, 1 Autumn Street, Boston, MA 02215.

The 20/20 team

"Hello, Volunteer Office."

"This is Madeline Harcourt from public relations. We've got 2,000 copies of the President's Letter that need to be stapled, folded and stuffed into envelopes. Also, the Pulse is ready to be distributed around the hospital. Can you spare any volunteers?"

At the other end of the line this request, or the hundred and one others like it that daily pour into the Volunteer Office, prompts Mrs. Jane Tilley, director of volunteer activities, or her assistant, Mrs. Phyllis Wasserman, to mentally thumb through the roster of available volunteers.

"Yes, I've got a retired woman who can handle the President's Letter. Now as for the Pulse, we don't have any student volunteers today. But tomorrow I can send several over in the afternoon."

And so it goes as Mrs. Tilley and Mrs. Wasserman, each working 20 hours a week at the Deaconess, share the responsibility of running volunteer activities. During the past 3½ years that Mrs. Tilley has been active in volunteer work, her duties have focused on recruiting and placing new volunteers. She spends the balance of her time working on Friends of the Deaconess activities; arranging meetings, developing new programs and encouraging members to become more active.

The All-Volunteer Army might reach it's manpower goals if its recruiters were as successful as Mrs. Tilley has been at the Deaconess. Largely through her efforts, the volunteer ranks have increased from 65 people donating 6,500 hours in 1976 to 123 volunteers giving 15,104 hours in 1978. This force is further supplemented by 448 auxiliary members of the Friends.

Mrs. Wasserman came to the Deaconess several months ago. She brings with her 7½ years of experience working with volunteers as a recreational therapist at the Boston Veteran's Administration Hospital.

At the Deaconess, Mrs. Wasserman handles the day-to-day operation of volunteer services; interviewing, placing, supervising and evaluating all volunteers. In addition, she is working with Mrs. Tilley on a policy book governing volunteer activities.

There's probably no way of calculating a dollar value of the volunteer work headed by Mrs. Tilley and Mrs. Wasserman. It brings Deaconess patients such things as the Arts and Crafts Cart, Coffee and Conversation (Farr 10) and the Gift and Thrift Shops. For Deaconess employees frantically trying to get out last minute reports and mailings, it offers indispensible help.

Just ask Madeline Harcourt.

Jane Tilley

Phyllis Wasserman

New England Deaconess Hospital **pulse**

The New England Deaconess Hospital is a 489-bed and 14-building complex. Physicians from the Joslin Clinic, the Lahey Clinic, Overholt Thoracic Clinic and the general medical and surgical staffs serve the needs of their patients at the hospital. The Deaconess is internationally known for diagnosis, treatment and research in brain and chest surgery, cancer, diabetes and general medicine, and is affiliated with Harvard Medical School.

PULSE is published monthly by the public relations department of the New England Deaconess Hospital.

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October is Flu Shot Month for all employees at the health clinic.

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